1998 Summary of Performance Measures
PWC Category 1 NAVFAC Contracting Offices--Raw Data

Parent Organization →	SOUTHDIV	SOUTHDIV	LANTDIV	SWDIV	PACDIV				
Specific Office →	PWC JAX	PWC PENSA-COLA	PWC NORFOLK	PWC SAN DIEGO	ROICC PEARL HARBOR				
Associates Surveyed →	92	28	192	106	98				
Associate Surveys Received →	36	10	148	68	98				
Customers Surveyed →	46	9	33	7	25				
Customer Surveys Received →	15	3	10	3	25				
						Benchmark	Nadir	Range	Average
Customer Survey — Timeliness	.668	.867	.708	.467	.758	.867	.467	0.400	.694
Quality	.676	.533	.776	.667	.739	.776	.533	0.243	.678
Service/Partnership	.792	.782	.701	.740	.838	.838	.701	0.137	.771
Associate Survey — Quality Work Environment	.796	.760	.668	.723	.889	.889	.668	0.221	.767
Leadership/Management	.780	.737	.753	.745	.823	.823	.737	0.086	.768
Self Assessment — Professional Workforce	.691	.745	.764	.691	.855	.855	.691	0.164	.749
Acquisition Excellence	.800	.690	.810	.850	.890	.890	.690	0.200	.808
Accurate, Timely, and Efficient Data Collection/Electronic Commerce	.625	.474	.600	.575	.500	.625	.474	0.151	.555
Meet Mission Goals	.713	.691	.727	.739	.809	.809	.691	0.118	.736

1998 Summary of Performance Measures
PWC Category 1 NAVFAC Contracting Offices--Normalized Data

						Benchmark	Nadir	Range	Average
Customer Survey — Timeliness	.503	1.000	.603	.000	.728	1.000	0.000	1.000	.567
Quality	.588	.000	1.000	.551	.848	1.000	0.000	1.000	.598
Service/Partnership	.664	.591	.000	.285	1.000	1.000	0.000	1.000	.508
Associate Survey — Quality Work Environment	.579	.416	.000	.249	1.000	1.000	0.000	1.000	.449
Leadership/Management	.500	.000	.186	.093	1.000	1.000	0.000	1.000	.356
Self Assessment — Professional Workforce	.000	.329	.445	.000	1.000	1.000	0.000	1.000	.355
Acquisition Excellence	.550	.000	.600	.800	1.000	1.000	0.000	1.000	.590
Accurate, Timely, and Efficient Data Collection/Electronic Commerce	1.000	.000	.834	.669	.172	1.000	0.000	1.000	.535
Meet Mission Goals	.186	.000	.305	.407	1.000	1.000	0.000	1.000	.380